

# NETWORK MANAGER REPORT

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FEBRUARY 2004

SUBMITTED BY Winn McInnis, General Manager

## OVERVIEW

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### Operations

The shortest month of the year proved to be a busy time for Alabama Interactive. During the month of February, Alabama Interactive worked hard to fill the application development queue with new projects. AI management met with several new agencies and additional projects have been created for existing state partners. In all, February has set the groundwork for what should prove to be a busy year.

Highlights during the month were:

- The design for the second generation of the alabama.gov portal was developed and evaluated while work continued on site enhancements. Development of new site enhancements and the introduction of PHP into the new version are scheduled to begin in March.
- Online registration for the Becoming an Outdoors Woman workshop received 31% adoption with the application being used by administrative staff to assign 100% of the classes offered. The application will be modified for administrative use with future Becoming an Outdoors Woman workshops.
- AI awaits the results for the *2004 Digital Government Awards*, sponsored by Accenture and MIT. The Internet point-of-sale system and the portal constituent notification system were evaluated by the award committee during February and we expect to receive notification by mid-March. Winners will be recognized during the annual Federal Office Systems Expo (FOSE) Trade Show, to be held March 23 – 25, 2004, in Washington, D.C.
- Work began on applications for the Government Solutions Center's Pioneer Awards and the Government Technology Leadership Awards. The Internet point-of-sale system and the Alabama Board of Nursing's online license status service will be nominated in for these honors.
- The Department of Conservation and Natural Resources expressed interest in developing an application to allow online boat registration and online campsite reservations. These services are in the initial planning stages and AI looks forward to working with the Department to get these services online in the coming months.
- AI met with the Alabama Alcoholic Beverage Control Board (ABC Board) in February. The Board would like to offer license renewal online and is very excited about this potential service. A follow-up meeting is expected to occur in early March.
- Development has begun on AI's first two applications for the Alabama Home Builders Licensure Board. The first application allows initial licensure candidates to complete and download a home builder license application packet online. The second application in development will allow home builder license holders to renew their licenses online.

- Growth in Interactive service subscriber numbers continued in February with 58 new subscribers. This includes 23 health care facilities for the Alabama Board of Nursing “push” license status notification service.
- Testing of the portal constituent notification service entered its second phase. The application interface and features have been changed based on feedback provided during the first round of internal testing. The service is scheduled to go live with the next version of alabama.gov.
- The Alabama Department of Revenue contacted AI regarding creating an application for processing International Fuel Tax Agreement (IFTA) authorizations online. The Department of Revenue also would like AI to develop an application to help create efficiencies in local governments by allow municipalities access to printable reports.
- The Alabama Department of Public Health requested AI’s help in developing merchant services for several divisions.

## **Marketing**

AI helped to market the Alabama Department of Conservation and Natural Resources’ online services during February by through a press release highlighting the Becoming an Outdoors Woman workshop and Outdoor Alabama magazine.

Although February was a short month, alabama.gov once again broke its existing portal traffic record and experienced the highest visitor numbers since introduction. February brought over 133,000 unique visitors to the portal and resulted in a 2% increase over January’s record-setting traffic.

Alabama.gov coffee mugs have arrived! Along with other items, and through a “portal users guide” which is in development, AI looks forward to promoting the alabama.gov portal and gaining additional users.

Additionally, alabama.gov was featured in the February issue of Montgomery Living Magazine. The second in a series of ads is meant to highlight the convenience of the services and features offered by the alabama.gov portal. Ad exposure through the magazine serves as a prime opportunity to generate brand recognition among one of alabama.gov’s core demographics.

## **Development**

ABN has requested a License Verification application which will allow licensed Alabama nurses to request a verification letter to be sent to potential employers. This application is currently in development as the agency has requested some additional functionality.

User Testing has completed on the Supplemental Form (RS-2) application for the Alabama Public Service Commission. This application will allow for the electronic submission of the RS-2 form allowing users to add a state or vehicle to their motor carrier authority. This application is currently in staging awaiting approval to be moved to production.

Alabama Department of Environmental Management's Phase II Storm-water permitting application is awaiting final changes from the partner. This service gives companies and government agencies the ability to notify ADEM if their construction plans might contaminate a water source. This application is currently in partner testing.

We are currently working with the State's Motor Pool department to create an online application that will enable authorized state officials to reserve a vehicle electronically. This application is currently in development/user testing as the partner has requested a few additional changes. The application is scheduled for launch in late April.

The Department of Revenue has requested an application to allow Alabama residents the ability to reserve a personalized tag online. The application will also allow for county offices to reserve personalized tags for individuals as well. This application is currently in development.

Alabama Board of Pardons and Paroles online payment and reporting application is near completion. This application will allow a person of certain classifications to report and file due amounts online rather than in the offices of probation officers. This application is currently in the late stages of development as we are coordinating with Pardons and Paroles to create a mechanism where we can post data to them.

The Alabama Real Estate Commission has requested two new applications to add to their suite of services. The first application is to allow individuals and companies the ability to retrieve sanctioned lists of information electronically. This will eliminate a time consuming, manual task that AREC performs. The second potential application is to allow schools and instructors the ability to electronically file their roster information to AREC. This will improve efficiencies for the schools, instructors, and AREC. Both of these applications are in the business/technical design phase.

ABN has requested two additional applications that will allow potential Alabama nurses to file for a license online. The two applications are **Application for Licensure by Examination** and **Application for Licensure by Endorsement**. Currently these applications are in the development phase.

The Department of Revenue has asked if we could look at developing an application that would give localities the ability to review their tax reports online. The department would also like to embed charts into some of these reports. This application is currently in the business/technical design phase.

The Department of Revenue has also asked if we could investigate developing a front-end application to help facilitate IFTA Payments. The backend processing would be handled by a business partner of the department's in New York. This application is currently in the concept phase.

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## PROJECT REPORT

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### COMPLETED!

#### Completed in 2002

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|-------------------------------------|--|
| Alabama Board of Nursing            | <ul style="list-style-type: none"><li>· Renewal of Registered Nursing License</li><li>· Reactivation of a Nursing License</li><li>· Reinstatement of a Nursing License</li></ul> |
| Alabama Department of Public Safety | <ul style="list-style-type: none"><li>· Electronic Access to Motor Vehicle Records</li></ul>   |
| Alabama Real Estate Commission      | <ul style="list-style-type: none"><li>· Renewal of Real Estate Licenses</li><li>· Broker/Agent Certification</li></ul>   |
| Alabama Secretary of State          | <ul style="list-style-type: none"><li>· Merchant Services</li></ul>  |

#### Completed in 2003

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| Alabama State Banking Dept.                              | <ul style="list-style-type: none"><li>· Renewal of Small-Loan and MiniCode License</li><li>· Renewal of Pawn Broker License</li><li>· Renewal of Mortgage License</li></ul>   |
| Alabama State Bar  | <ul style="list-style-type: none"><li>· Membership Renewal</li></ul>  |
| Alabama Board of Chiropractic Examiners                  | <ul style="list-style-type: none"><li>· Renewal of License</li><li>· Licensee Verification</li></ul>  |
| Alabama Department of Conservation and Natural Resources | <ul style="list-style-type: none"><li>· Online Hunting and Fishing Licenses</li><li>· Hunting and Fishing Licenses/Point-of-Sale</li><li>· Probate Court Point of Sale Hunting and Fishing Licenses</li><li>· Oak Mountain Bow Hunt Registration</li><li>· Outdoor Alabama Subscription</li></ul> |
| Alabama Department of Finance, Office of the CIO         | <ul style="list-style-type: none"><li>· Alabama State Portal</li></ul>  |
| Alabama Department of Insurance                          | <ul style="list-style-type: none"><li>· Merchant Services</li><li>· Merchant Services for Provider Renewals</li></ul>   |
| Alabama Board of Nursing                                 | <ul style="list-style-type: none"><li>· License verification and disciplinary status-Subscriber</li><li>· Name and Address Change</li><li>· LPN Renewal</li></ul>   |
| Alabama Real Estate Commission                           | <ul style="list-style-type: none"><li>· Instructor License Renewal</li></ul>  |
| Alabama Department of Revenue                            | <ul style="list-style-type: none"><li>· Sales, Use and Lodging Tax Filings</li><li>· Refund Status for Individual Income Tax</li></ul>  |
| Alabama Secretary of State                               | <ul style="list-style-type: none"><li>· UCC (Uniform Commercial Code) Filings</li></ul>   |

## Completed in 2004

Agency	Application	Description	Status
Alabama Department of Conservation and Natural Resources	Becoming an Outdoors Woman Registration	This service will allow women to register for the outdoor education conference.	This application is complete and in production.
Alabama Department of Environmental Management	Waste Water Operator License Renewal	This application allows holders of the waste water and drinking water operator's license to renew online.	This application is complete and in production.
Alabama Public Service Commission	Supplemental Motor Carrier Authorization	This application allows persons who are paid to carry cargo intrastate to apply online for authorization.	This application is complete and in production.
Alabama Board of Nursing	Licensee database search and download	This application allows hospitals, insurance companies, etc. to download the nursing roster	This application is complete and in production.

## IN TESTING.....

Agency	Application	Description	Status	Target Date
CIO's Office, Alabama Department of Finance	Constituent Notification	This application will allow users to sign up to receive notification of Web site changes, press releases and other announcements.	Second-round AI staff testing.	April 2004
Alabama Department of Environmental Management	Phase II Storm-water permitting	This application allows for the submission of a construction watershed permit.	This application is complete and in production.	March 2004
Alabama State Motor Pool	Fleet vehicle reservation	This service will allow state employees to reserve fleet vehicles for state business	Changes being made to the application per agency request	April 2004
Alabama Board of Nursing	License verification for individuals	This service allows nurses to request official verification of licensure.	This application is awaiting final approval.	March 2004

## IN DEVELOPMENT . . .

Agency	Application	Description	Status	Target Date
Alabama Board of Cosmetology	License Renewals	This application will allow persons licensed by the Board of Cosmetology to renew their license online.	This application pending a database redesign	July 2004
Alabama Home Builders Licensure Board	Initial Application Download	This application allows home builder initial licensees to download application information online	This application is in development	March 2004
Alabama Home Builders Licensure Board	License Renewal	This application allows users to renew their home builders license	This application is in the pre-project planning phase	June 2004
Alabama Board of Nursing	Original Licensure by exam.	This application will allow nursing school graduates to apply for a license online.	This service is in pre-project planning.	March 2004
Alabama Board of Nursing	Original Licensure by endorsement.	This application will allow nurses transferring from another state to apply for an Alabama license online.	This service is in pre-project planning.	May 2004
Alabama Board of Pardons and Parole	Payment of Parole and Restitution Cost	This application will allow parolees to pay restitution fees online.	In development. Pending data from the agency.	March 2004
Alabama Real Estate Commission	Contact Information Change	This application allows for the changing or updating of addresses and personal information.	This application is in the pre-project planning phase.	September 2004
Alabama Real Estate Commission	Continuing Education Providers Services	This application will allow continuing education providers to report student attendance, etc. to AREC.	This application is in pre-project planning.	May 2004

Alabama Real Estate Commission	Mailing Labels	This application allows users to download mailing labels of licensed real estate agents and companies.	This application is in the pre-project planning phase.	March 2004
Alabama Real Estate Commission	Original Licensure	This application will allow potential licensees to apply for a license online.	This application is in the pre-project planning phase.	January 2005
Alabama Department of Revenue	Personalized License Plate Reservation	This application will allow users to temporarily reserve a personalized license plate.	Scope of Work has changed.	April 2004

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## IN PLANNING AND CONSIDERATION

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The following are agencies with which we have begun initial discussions or with which we would like the Committee's assistance with introductions, etc.

- Alabama Department of Public Health - Children's Health Insurance Plan, payments
- Alabama Department of Public Health - Home Health Care, payments
- Alabama Department of Public Health - Restaurant license renewal
- Alabama Department of Public Health - Vital records
- Alabama Department of Public Health - Enterprise merchant services
- Alabama Department of Corrections - Prison Industries- Shopping Cart
- Alabama Alcoholic Beverage Commission - Online license renewal
- Alabama Department of Revenue - Motor Vehicles Division, title-lien registries
- Alabama Department of Industrial Relations - Worker's Compensation
- Alabama Board of Pharmacy - License Renewals
- Alabama Department of Conservation and Natural Resources - Online boat registration
- Alabama Department of Conservation and Natural Resources - Online campsite reservations
- Alabama State Legislature, Public Information Offices - Lobbyist-In-A-Box

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## SERVICE REQUESTS

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### Service Request #42

Alabama Department of Revenue, Local Government Reporting  
Alabama Interactive requests and recommends this service for the Alabama Department of Revenue is added to the network as a charge service.



### **Service Request #43**

Alabama Home Builders Licensure Board, Initial Licensure Packet

Alabama Interactive requests and recommends this service for the Alabama Home Builders Licensure Board is added to the network as a charge service. Development of the Alabama Home Builders Licensure Board Initial Licensure Packet service is at no cost to the Alabama Home Builders Licensure Board.

### **Service Request #44**

Alabama Home Builders Licensure Board, License Renewal

Alabama Interactive requests and recommends this service for the Alabama Home Builders Licensure Board is added to the network as a charge service. Development of the Alabama Home Builders Licensure Board License Renewal service is at no cost to the Alabama Home Builders Licensure Board.

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## **MONTH IN REVIEW**

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### **February Financial Report (Alabama Interactive)**

Total <b>February</b> AI Network Transactions:	167,799
Average Successful Request per Day:	5,786
Total <b>February</b> alabama.gov "Visitors":	133,304
Total <b>February</b> alabama.gov "Page Views":	308,594
Total <b>February</b> alabama.gov "Chats" or "Offline Messages" from Live Help:	562

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## **OPERATIONS & ADMINISTRATION**

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NIC's Portal and Software Support Group completed the move from the Sprint Datacenter in Kansas City to dual locations in Washington D.C. and Chicago, IL. The new locations allow increased data redundancy and access to AT&T's state-of-the-art network facilities. The move was completed without any service outage to Alabama Interactive customers.

AI received news that Alabama will be featured as a partner success story in NIC's 2003 Annual Report. NIC will highlight the success of the alabama.gov portal as well as the Internet point-of-sale system. We feel that this is a great honor and serves as a testament to the ongoing success of the Alabama eGovernment Initiative and the strength of our government partners.

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## **OTHER BUSINESS/IN CLOSING**

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Alabama Interactive is pleased with the many achievements and the opportunity for new partnerships we have developed during February. Our development pipeline is becoming increasingly full while marketing efforts continue to ramp up bringing more recognition to the alabama.gov portal and the services offered by our state partners offer.

As always, your advice and support are appreciated.

Please feel free to call on me with any questions or comments.

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Respectfully Submitted,  
Winn McInnis